

	Standard Operating Procedure		
	Title / Subject <b><u>Subscriber Unit Programming</u></b>	Effective Date 02/10/13	Revision Date 09/09/15
	References/Updates: Training requirements change and addition of recertification training requirements.		

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## **1. Introduction**

The West Virginia Statewide Interoperable Executive Committee (SIEC) acknowledges the ongoing need for agencies to have radios programmed for interoperable communications. The SIEC also acknowledges the need for standardized guidelines to maintain the integrity and security of the West Virginia Statewide Interoperable Radio Network (SIRN) during the programming of radios.

## **2. Purpose**

The programming data, keys, and system knowledge are sensitive by the nature of their use in the public safety environment and are in need of protection from revelation or dissemination to those not authorized to possess the knowledge. It is recognized that formal agreements detailing the sanctioned use and dissemination of proprietary data, keys, and system knowledge of the SIRN radio system need to be established between sponsoring agencies and their service personnel. Persons without a formal authorizing agreement by the SIEC are not permitted to program or otherwise modify radios or any aspect of the SIRN in any way, or disseminate knowledge of the SIRN that is not commonly known by the general populace. Prosecution may be sought for named offenders of these agreements.

## **3. Definitions**

Additional definitions and acronyms may be found on the SIRN website (<http://www.sirn.wv.gov>).

## **4. Scope**

The scope of this SOP includes any person that programs or otherwise modifies radios or any aspect of SIRN.

## 5. Policy

- 5.1. Programming shall be performed only by persons who have completed the proper application process, received positive results on the criminal history inquiry and completed the required training.
  - 5.1.1. An application form may be obtained on the SIRN web site.
  - 5.1.2. All application materials are to be returned to the SWIC for processing. See Application for the correct Address.
- 5.2. **Prior** to attending any training that involves SIRN specific programming the applicant must file a programmer application with the SWIC and receive positive results on a background check.
- 5.3. Once acceptable results on the background check are received and the applicant has received or is currently involved in an approved programmer training program, the system key for appropriate radio types shall be provided to the programmer for their use.
  - 5.3.1. Programmers are responsible for the system key issued to them and are not permitted to allow use of it by anyone other than the designated programmer.
  - 5.3.2. Unauthorized use of the system key may result in the revocation of said key and programming privileges.
- 5.4. Programming may be performed by a person more technically competent than the registered programmer, but must be done under the direct supervision of the registered programmer. Given the programmer actually doing the programming is listed as an approved programmer.
- 5.5. In an **emergency situation**, authorization for programming radios may be verbally granted if such request is made by an authorized administrator or person normally involved in radio programming of said agency requesting the programming and to a person that is an authorized programmer for another jurisdiction.
  - 5.5.1. Verbal authorization shall be followed up in writing.
  - 5.5.2. ***If there is any doubt as to the authorization, no programming should be performed.***
- 5.6. Under no circumstance is authority to program to be assumed.
- 5.7. Dispatch talkgroups shall be programmed into radios of a similar discipline.

- 5.7.1. Law enforcement dispatch may only be programmed into other law enforcement radios.
  - a. This is required by FBI-CJIS/WEAPON policies on secondary dissemination of criminal justice information.
- 5.7.2. Fire and EMS dispatch talkgroups may be programmed into radios of similar discipline, or shared with other disciplines by written permission granted by all affected agency heads or county point of contact.
- 5.7.3. No dispatch talkgroups shall be encrypted.
- 5.7.4. Agency private talkgroups/channels may only be programmed into radios owned by the named talkgroup owner agency.
  - a. Programming of private talkgroups from disciplines other than the assigned owner of the talkgroup to a radio **will be explicitly granted** by written form by the department heads, after being agreed upon by all affected agencies.
- 5.7.5. Agency private talkgroups may be encrypted at the discretion of the “owner” in accordance with the encryption policy.
- 5.7.6. Tactical and Event talkgroups may be authorized for use at the discretion of the county point of contact.
- 5.7.7. It is desirable for each county discipline (i.e. Law Enforcement, Fire, and EMS) to have common tactical and/or event talkgroups to be shared for interoperability purposes.
- 5.7.8. Each radio should include the regional talkgroups for the local region. Whenever possible, regional talkgroups for all regions should be programmed in all radios.
- 5.7.9. When a radio ID number is reassigned to another radio that is traded-in, sold, transferred or removed from service the programmer shall send the appropriate information to the SIRN switch administrators.
- 5.7.10. The SIEC, the SWIC or the County Agency Point of Contact may request a copy of any code plug from any programmer at any time for auditing purposes. It is the individual programmer’s responsibility to make the requested code plug available for auditing within 48 hours, unless a reasonable circumstance prevents this timeframe.

- a. Failure to provide the requested codeplug within the timeframe will result in the programmer's ability to program being revoked until the SIEC can determine the period of revocation.
- 5.7.11. Testing of radio equipment (new or currently approved equipment) or testing of parameter changes shall only be conducted with prior approval of the SIEC Technical Committee.
- 5.7.12. All potential system issues shall be directed to the SWIC and the SIEC Technical Committee who are to be involved in the attempt to resolve the potential issues.
- 5.7.13. No vendor shall conduct radio testing of parameters or equipment that is not approved by the SIEC Technical Committee.

## **6. Procedures**

- 6.1. Obtain a Programmers Application form from the SIRN website.
- 6.2. Submit completed form to the SWIC at the mailing or e-mail address on the application.
- 6.3. The SWIC shall submit the applicant's information to the West Virginia State Police for a criminal records inquiry, who will return the results to the SWIC. The SWIC will notify the applicant of the results of the background check. Upon favorable results the applicant may proceed with the process, if unfavorable results are returned the application will be voided and the applicant notified.
  - 6.3.1. The applicant cannot attend training until the background results are returned as favorable.
- 6.4. Programmer must obtain training on any radio make and model group they desire to program.
  - 6.4.1. The programmer training shall be conducted by an approved instructor, as approved by the SIEC.
    - a. The SWIC will publish a list of approved Programmers and Programmer Instructors.
- 6.5. All programmer training must contain SIRN specific training. Vendor training for radios is not acceptable as it does not instruct SIRN specific methods.
- 6.6. The applicant shall submit the Training Certification to the SWIC for approval.

- 6.6.1. Once the SWIC has received the appropriate applications and certification, the SWIC will notify the applicant of their programming status.
- 6.6.2. Programming status should not be assumed.
- 6.6.3. The SWIC or designee shall publish a list on the SIRN website of persons approved to program SIRN equipment, as well as their programmer certification expiration date.
- 6.7. After the background check and training are completed, the programmer may sign a Programmer Security Agreement with an agency, county or other entity to program their equipment. This agreement must be sent to the SWIC and approved prior to programming equipment for an entity, except under the emergency exception clause in this document. Termination of the Programmer Security Agreement will not void the programmer's certification, assuming all other guidelines are met.
- 6.8. All programmers must follow the approved technical standards as set by the SIEC.
  - 6.8.1. Testing may be performed with settings as long as the values do not interfere with system operation.
  - 6.8.2. Testing values shall not be used in "Operation" radios until the Technical Committee has approved.
- 6.9. **Programmer Training**
  - 6.9.1. The SIEC shall determine a list of make/model based programming classifications based on similarities of software and programming methods. This list will consist of the radios listed on the SIRN Approved Equipment List.
  - 6.9.2. Programmers may only program the radio make/model(s) they have been approved to program
    - a. Special permission to test equipment and programming must be provided by the SIEC.
  - 6.9.3. Upon approval of a new radio make or model to the system; the SIEC will determine if the radio will be added to an existing programming classification or if a new classification shall be created.
  - 6.9.4. Programmer Trainers will be determined by the SIEC and be specific to radio make, model (or model groups) and the list will be posted on the SIRN Website for reference.

- a. Only those persons on the list and teaching models of radios they have been approved to teach will be accepted for meeting the requirement for training.

6.9.5. To make application as a programming trainer:

- a. Complete the application located on the SIRN Website and meet the following criteria;
- b. Be an approved SIRN programmer for at least 2 consecutive years or as approved by the SIEC Technical Committee, in the make/model group they wish to instruct;
- c. Demonstrate proficiency in programming the make/model of equipment they are requesting to program;
- d. Complete one full class of each make/model category they wish to instruct with the oversight of an existing programming trainer and receive a positive recommendation from the instructor;
- e. The SIEC Technical Committee will make the final decision on programming trainers and may request additional information to make their decision.

6.9.6. All training material used to instruct programming classes must be approved by the SIEC.

6.9.7. In order to maintain the approval to instruct programming classes the instructor must teach or assist in teaching at least one full class per year.

**6.10. Programmer Recertification**

6.10.1. Each approved programmer shall recertify according to this Section in order to maintain approval to program equipment.

- a. Prior to 30 days of expiration date, the programmer may complete the required in-service training and apply for recertification.
- b. After 30 days of expiration date, the programmer must reapply following the above process for a new programmer.

6.10.2. Certification shall be valid for two years from the certification or recertification date.

6.10.3. Renewals will be valid for no more than 2 years.

- 6.10.4. In order to implement this procedure the following certification dates will be enacted:
- a. All currently active programmers will be set to expire December 31, 2016.
- 6.10.5. Each programmer shall be responsible for submitting a renewal application to the SWIC as outlined in Section 6.10.1.
- a. Once the application is reviewed and approved, the SWIC will notify the programmer of their status.
  - b. The renewal application must have the approval of the County Point of Contact or State or Federal Agency Head, as appropriate, indicating the person is an active programmer for their agency.
  - c. Programmers for multiple counties/agencies may use one application for renewal, but must have signatures from each county/agency.
- 6.10.6. In order to recertify; the programmer must attend one training class for each make/model category they desire to be recertified for prior to their expiration date.
- 6.10.7. Trainers shall receive credit for recertification for each make/model category class they instruct.
- 6.10.8. Under special circumstances as determined by the SWIC, programmers that meet the following criteria may submit a current codeplug and signed renewal application to the SIEC Technical Committee for review in order to recertify.
- a. Programmers that are physically outside of West Virginia and that program for their agency.
  - b. Certain mutual aid agencies from outside of West Virginia
  - c. Other special circumstances as approved by the SIEC.

## 6.11. Personal Subscriber Unit Authorization

- 6.11.1. Personal subscriber units may be authorized for operation on the SIRN provided the owner of the subscriber unit completes and signs the Personal Subscriber Unit Authorization form.
- 6.11.2. Personally owned subscriber units shall be subject to all Standard Operating Procedures of the SIEC and SIRN.
- 6.11.3. The individual owning the personally owned subscriber unit shall acknowledge:
  - a. The radio they own and wish to be operational on the SIRN is on the SIRN Approved Equipment List;
  - b. They understand their radio will be programmed using their sponsoring agency's talkgroups and allocated block of radio ID numbers;
  - c. If the owner no longer is affiliated with the sponsoring agency, or if they sponsoring agency retracts permission, their radio will be deactivated;
  - d. The radio will be in compliance with the SIRN subscriber unit programming SOP;
  - e. The owner understands if they trade-in, sell, transfer or remove from service their personally owned radio that they will have all SIRN programming removed and the radio ID reset to 1;
  - f. The owner understands if the radio is lost or stolen, the owner will notify their sponsoring agency immediately to have the radio deactivated from the SIRN as per SOP; and
  - g. The owner understands any cost associated with the personally owned radio is their responsibility and their agency will provide no financial assistance with any function, repair or maintenance of the radio.